

# Motivating and Empowering Human Potential

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# Mayo Clinic Rochester

- Unique situation of being:

- Employer
- Health care provider
- Insurer

- Covered lives:

➤ Employees	30,000
➤ Dependents	<u>46,000</u>
Total	76,000

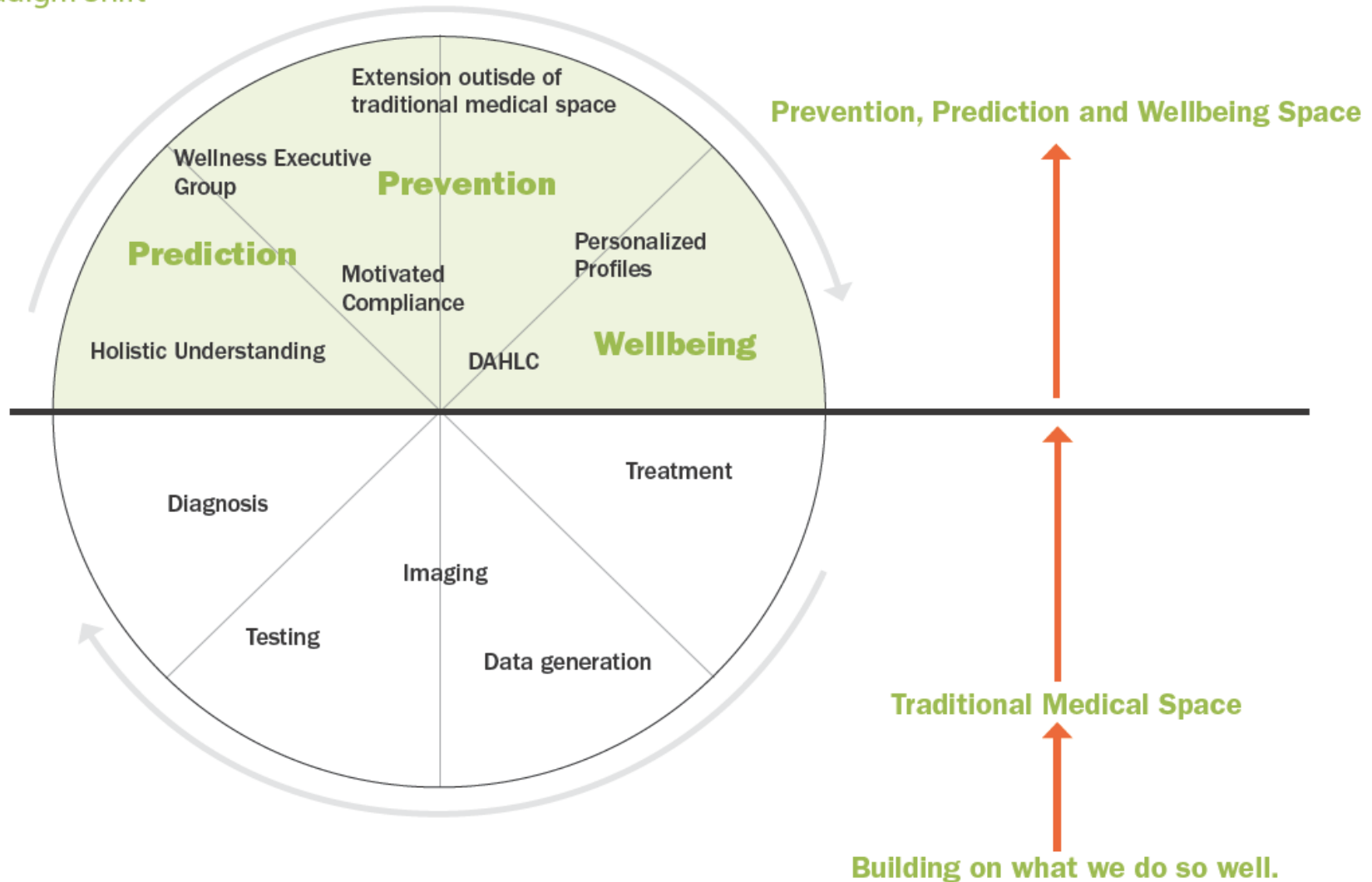
Total health care costs 2007      \$315M

# Mayo Clinic

- **Aware of problems of obesity and inactivity**
- **See in our patients and in our staff**
- **Need coordinated approach to increasing healthy living for our staff**

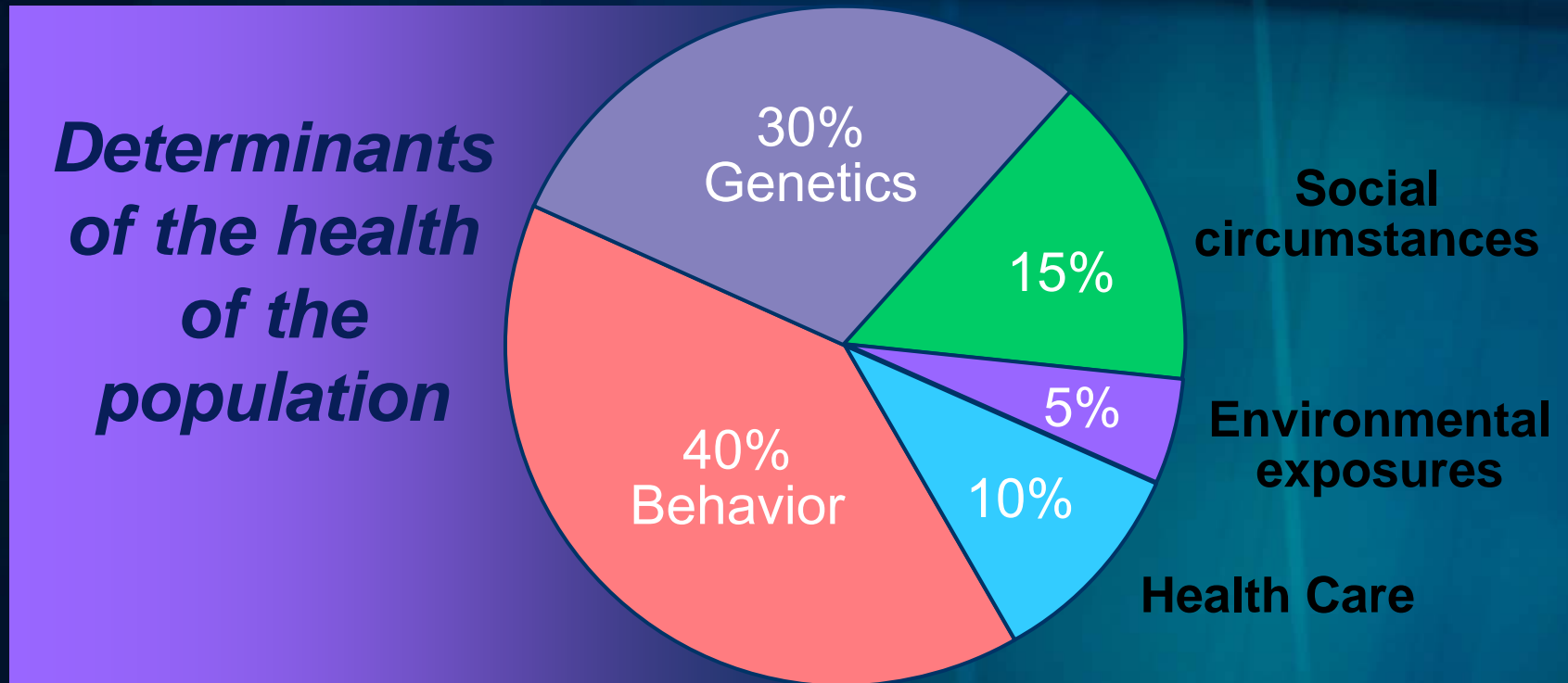
# Prediction, Prevention and Wellbeing

The Paradigm Shift



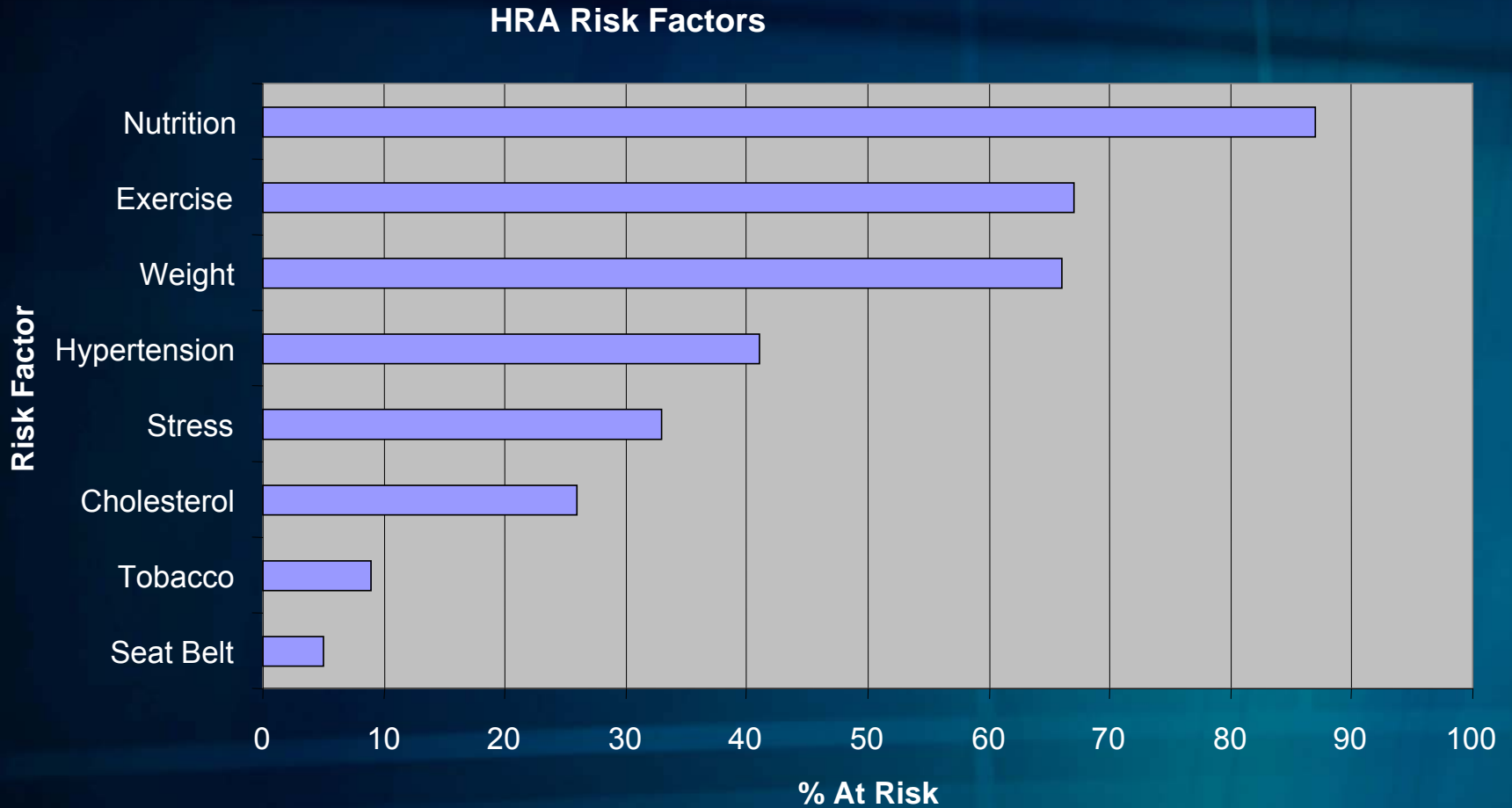
# We all have to change...

## Patients



Source: J. Michael McGinnis et al: Health Affairs, Mar-Apr 2002

# Mayo Employee HRA Results





# Mayo Clinic HRA Risk Factors

**If we want to improve  
our employees health,  
we must work on  
prevention and  
reduction of risk  
factors**



# Facility History

- Partnership with Mr. Abraham and Mayo Clinic
- 1995 – Main campus facility *9,000 sq ft*
- 1998 – Saint Mary's Hospital facility *12,000 sq ft*
- 2004 – Health promotion committee & nutrition committee
- 2007 – Dan Abraham Healthy Living Center *115,000 sq ft*
- 2007 – Employee & community health initiative





# Mayo Clinic Dan Abraham Healthy Living Center

- **Goal**
  - **Have Mayo Clinic become the healthiest work force in America**



# Dan Abraham Healthy Living Center

Mayo Clinic's Newest Medical Facility & Platform for  
Wellness Practice, Research, Education



# Five Core Components

Aerobic  
fitness

*Move*



Healthy  
nutrition

*Choice*



Weight  
management

*Balance*



Musculoskeletal  
conditioning

*Strength*



Stress  
management

*Peace*



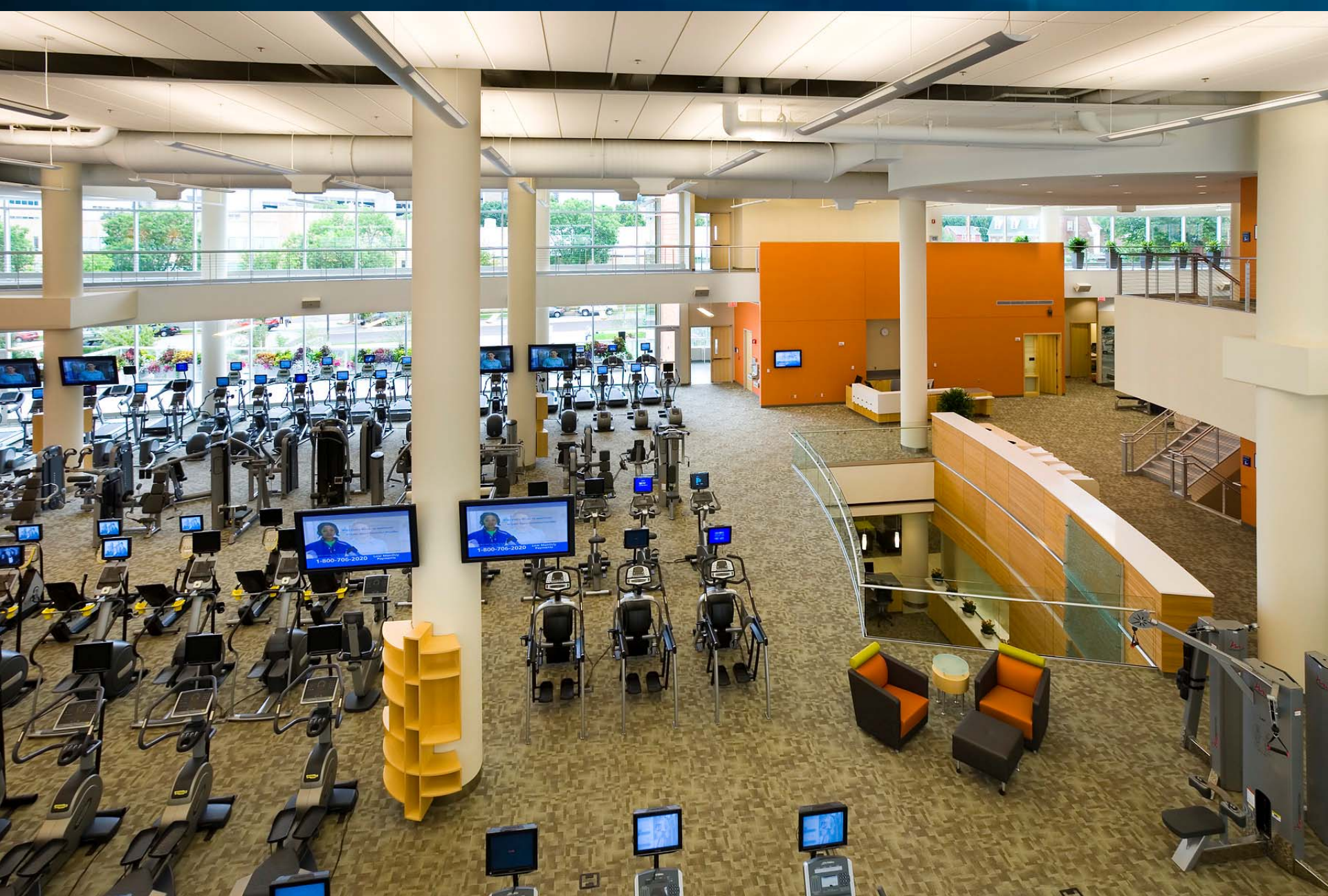
# Dan Abraham Healthy Living Center

## Aerobic fitness components

- Aerobic training equipment
- Indoor track (3 lanes)
- Group fitness areas
  - Multipurpose studio
  - Cycle studio
  - Fitness pool
- Lap pool















# Dan Abraham Healthy Living Center

## Weight management components

- Introductory/special needs exercise room
- Women's Studio
- Weight management programs
- Wellness evaluations
- Water aerobics classes
- Wellness coaching







# Dan Abraham Healthy Living Center

## Healthy nutrition components

- Demonstration kitchen
  - Healthy cooking programs
  - Weight management
- Healthy food cafeteria
  - Indoor/outdoor seating
- Healthy food vending
- Featured recipes and cookbooks
- Nutrition educational display areas





# Dan Abraham Healthy Living Center

## Musculoskeletal components

- Variable resistance machines
- Free weight area
- Kinesis
- Flexibility/stretching area







# Dan Abraham Healthy Living Center

## Stress management Components

- Stress management programs
- Relaxation suite
  - Personal massage
  - Hydromassage
  - Relaxation rooms
- Yoga/Pilates studio
- Training studio







# Retreat, Refresh & Reward

**Goal: Provide meeting services to rejuvenate and provide wellness tools & education for Mayo employees.**









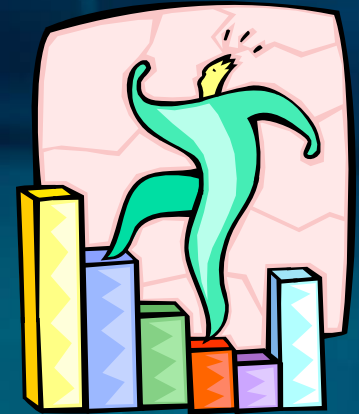
# A Revolution in Preventive Care

- Create an environment of optimal health that is desired by employees
  - Non – threatening
  - Welcoming
  - Motivational
  - Desired



# Membership

- Standard Base Premium:
  - \$25 per month
- Monetary Incentives – 2 levels:
  - Workout  $\geq$  5 times per month = \$5 reduction in premium (20% discount)
  - Workout  $\geq$  10 times per month = \$10 reduction in premium (40% discount)



Inclusive of all eligible members



# **Mayo Clinic Wellness Dan Abraham Healthy Living Center**

- **A wellness laboratory**
  - **Expanded education programs**
  - **Research in motivation and behavioral change, exercise physiology, and chronic disease prevention and treatment**
  - **Innovative practice models and wellness programs**

# A Transformation In Employee Health Care

- DAHLC Team – become part of the medical team at Mayo



- Primary care provider establishes actual and virtual connection with the health and wellness specialists at DAHLC

*Develop high value care models targeted to specific patient populations*

# Mayo Clinic

## Dan Abraham Healthy Living Center

- **Point of Care laboratory testing**
  - **Glucose, cholesterol, HDL, LDL, Triglycerides (finger stick, low cost, convenient)**
    - **Part of Wellness Evaluation**
    - **Employee Adverse Health Prevention screening (HRA, Know Your Numbers, chronic disease prevention)**
    - **Research tool**

# 2008 Strategic Focus

## Mayo Clinic Dan Abraham Healthy Living Center

- Excellence in operations and programs

- Ongoing success programs

- Stress Less
- Biggest Losers
- Why Weight?

- Expanded group fitness programs

- Pilates/Yoga
- Outdoor group cycle
- Easy ride for special pops
- Swim clinics
- Line dancing
- Kinesis & cable classes

- <http://mayoweb.mayo.edu/dahlc/da-schedule.html>



*Achieve the highest levels of quality care and safety*

# Outcome Analysis

- **Initial member data: > 15,000 people**
- **Wellness evaluations: ~ 1,000 people**
- **Beginning six-month follow-up data**
- **Interface with DAHLC data sets and MICS—HR—MMSI**



# **Biggest Losers Program**

## **July 2008**

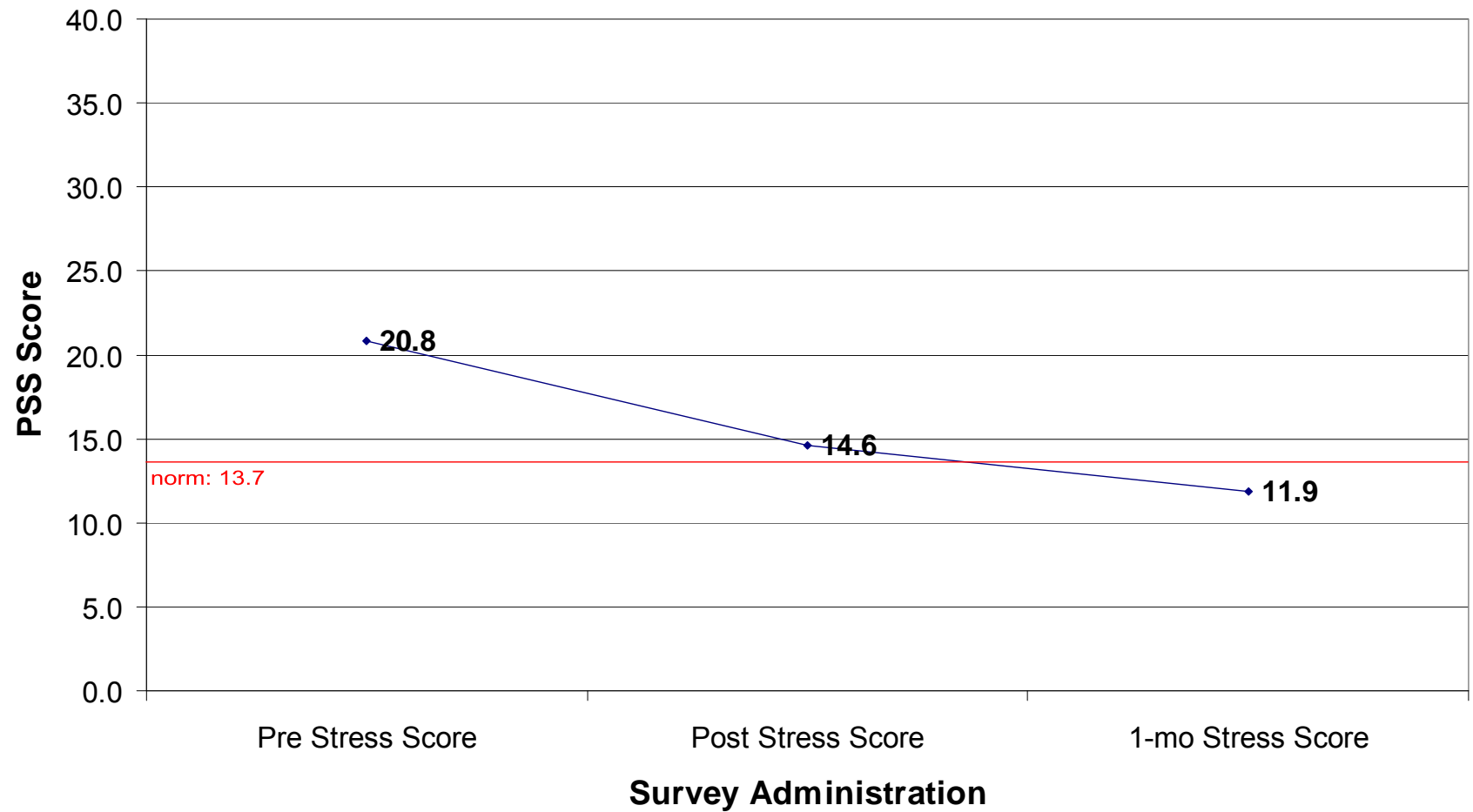
- **BMI > 30: 8-week course**
- **52 participants: 71% complete rate**
- **Results**
  - **Total pounds lost: 420.3**
  - **% body weight lost: 4.57%**



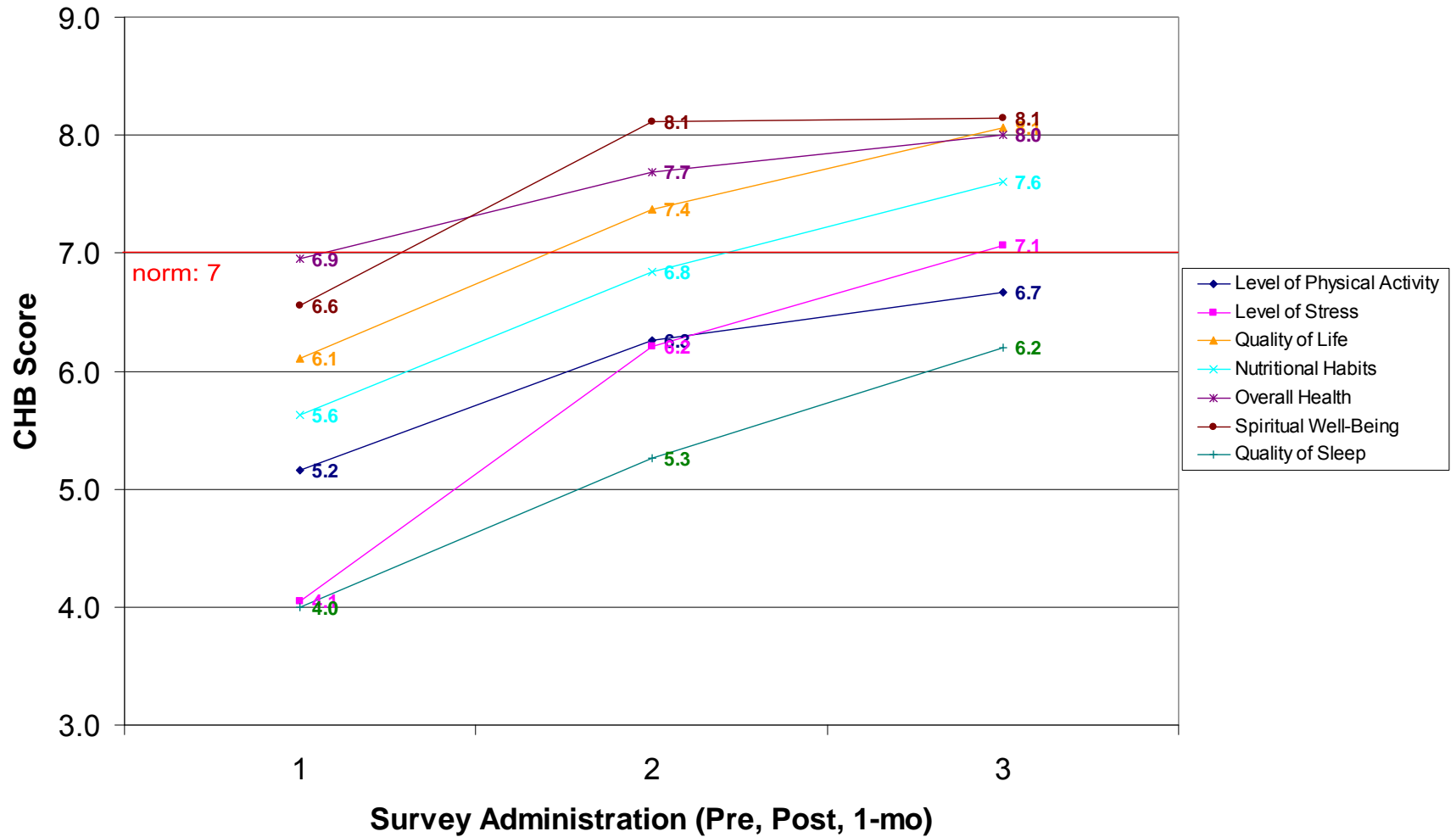
# Stress Less Program

- **8-week program**
- **26 participants: 81% completed program**
- **Focus**
  - **Stress reduction techniques**
  - **Strategies for long-term stress reduction**
  - **Healthy behavior**

## Perceived Stress Results



## Current Health Behaviors by Question





# Six-Month Follow-up Data

- **Highly statistical movement in a healthy direction**
- **10-point self-rating scale**
  - **Physical activity mean** 5.22 vs. 5.83
  - **Overall health mean** 7.36 vs. 7.43
  - **Fatigue after walking up two flights of stairs** 7.54 vs. 7.81
  - **Nutritional habits** 6.32 vs. 6.49
  - **BMI improved** 26.92 vs. 26.72

# Unparalleled Success

- **Membership: >15,000**
- **Reaching our target population**
  - **41% have never been a member of any facility**
  - **50% overweight**
- **Member use: 3,000-4,000 per day**
- **Decrease non-user population**
- **Redefine what a healthy living center can be**
- **Create demand for wellness**

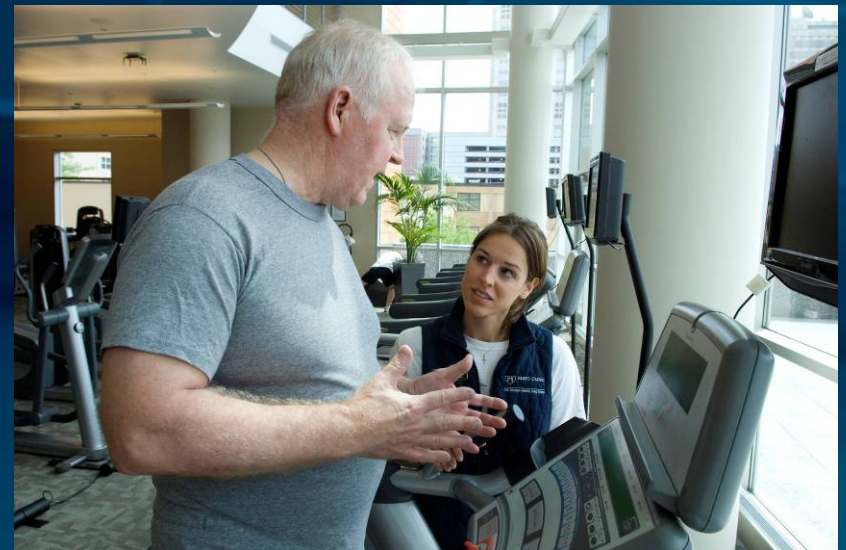


# Unparalleled Success

- Strong programs to attract & retain members
- Committed to service excellence
  - Fostering a supportive environment
  - Meeting members in the journey







# Vision for a Healthier Tomorrow

## Mayo Clinic

- **Leader in discovery of novel methods to effectively manage physical and behavioral aspects of acute and chronic disease**
- **Develop effective and proven programs in healthy living assessment and treatment**
- **Develop proven programs in long-term behavioral change**
- **First steps to establish Mayo Clinic as a world class wellness destination**





# A Revolution In Preventive Care A Transformation In Employee Health Care

To Achieve:

## 1) **Healthiest work force in America**

- Employee benefits by adding life to their years and years to their life
- Mayo Clinic benefits by improved employee satisfaction, reduced absenteeism, less work injury, reduced employee health care costs, and by being a living example to our patients



***First step to a healthier community!***





# A Transformation In Employee Health Care

- **A lifestyle change environment**
- **Let's meet Susan B., a 39-year-old clinical assistant at Mayo**

# Susan B.

- Susan is seen by her family physician with concern of progressive soreness in her lower back, depression, and mild fatigue
- Her physician finds:
  - Overweight – 25 lbs
  - Blood pressure – 140/80
  - Cholesterol – 205
  - Remainder of tests are normal
- Susan started on a blood pressure medication and encouraged to lose weight



# Ten Years From Now

- Susan could again be seen with:
  - Obesity – BMI 34
  - Type 2 diabetes
  - Progressive hypertension
  - Increasing work absence secondary to injury, illness, depression
  - Frequent medical visits
  - Multiple medications
  - Increasing chronic disease
  - Low self-esteem

- **Susan's family doctor could have referred her to wellness programs at DAHLC:**
  - **Healthy Living Assessment done**
  - **Comprehensive program developed**
  - **Wellness coaching program begun**

- **Susan's family physician monitors her progress and coordinates changes in her program based on periodic studies done at DAHLC**
  - **BMI**
  - **BP**
  - **Cholesterol**
  - **Assessments, laboratory studies, and medical data entered into Susan's medical record**



# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**
  - **Weekly meetings with a wellness coach**
  - **Personal training session in training studio to learn and outline a program of core abdominal and back strengthening exercise**



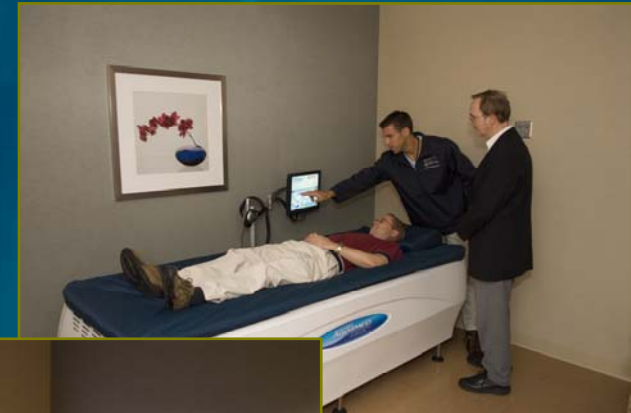
# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**
  - **Introduction to fun aerobic activities in the women's studio**
  - **Confidence to engage in many future aerobic activities**



# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**
  - **Weekly pilates and yoga classes**
  - **Hydromassage and periodic sessions in the relaxation rooms**





# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**
  - **Lunch in center café and take-home dinners**
  - **Classes in healthy cooking**



# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**
  - **Social interactions with colleagues and new friends**
  - **Periodic weight, blood pressure, aerobic capacity, cholesterol, and lipid studies, flexibility measurements all done at DAHLC**



# A Transformation In Employee Health Care Life Style Change Environment

- **Susan's new activities:**

- **Susan tracks and monitors activities with technogym key**
- **E-mail messages from her physician and wellness coach about progress, goals, changes, encouragement, repeat evaluations**





# **As a result of a Revolution in Preventive Care and a Transformation in Employee Health Care**

- **10 years from now Susan B.:**
  - **Lost 20 pounds**
  - **No blood pressure problem**
  - **No diabetes**
  - **On no medications**
  - **Happy about herself**
  - **A productive valued employee**

- ***“Folks – I love the new DAHLC...I have kicked up my cardio to one hour...I love the machines and being able to watch my quilting show...I have learned how to use the machines for my strength training and Tiffany rocked in my personal training session...last week I used the Relaxation Room and hydromassage, and I am now a relaxation room junkie...Oh, I took home healthy food last week for a light picnic supper and several of us have a lunch date for this Thursday. Bottom line: I’m addicted to DAHLC!!! Thanks for giving us such a great place to relax, rejuvenate, and kick some serious cardio.”***



***Penny Oleson***

Members/  
Non-  
members

Medical  
Facility

Body  
Image

Design

Assistance

Holistic

Smiles

Incentives/  
Rewards

Education &  
Research

New  
Programs

Variety

Affordable

**Keys To Success**

**DAHLC**

Move

Choice

Balance

Strength

Peace



